

Gaming Worker Online Registration Guide

This guide will provide you with step-by-step instructions on how to complete an application for gaming (gambling) worker registration using the Gaming Online Service (GOS).

Applying for registration and reading through this document should take approximately 30 minutes.

Additional information and resources related to registering as a gaming worker can be found at <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers>.

If you have any questions or need further assistance, please contact Licensing, Registration & Certification Division - Personnel Registration by email or phone:

Email: GPEB.Preg.Ext@gov.bc.ca

Phone (Victoria): 250-387-5311, select option #2

Additional notes about completing your online application:

- You must complete your application in one session; you cannot save your application and return to it later.
- Most applicants will be able to complete their application in under 30 minutes if they have prepared ahead of time by reviewing the pre-application checklist (see link above).
- Please be aware that you may run into issues if you take longer than 90 minutes to complete your application.
- We recommend applicants use a Windows-based computer with the Google Chrome web browser. Applicants may experience submission problems when using other web browsers such as Internet Explorer or Firefox.
- Do not click your web browser back button or refresh button while completing your application.
- Do not copy and paste from other documents into the application fields.
- Application fields that allow for multiple lines of text have limits of 4,000 characters including spaces and punctuation.

Uploading Documents:

- Make sure that any supporting documents you attach are in one of the following formats:
 - DOC, DOCX, XLS, XLSX, PDF, JPG
 - Each attachment should have a file extension matching one of the above; attachments with other formats are not accepted and may cause errors.
- Electronic copies of physical documents can be made by any of the following methods:
 - Scanning the document using a scanner.
 - Taking a digital photo of the document and saving it as a JPG file.
 - Using a PDF scanner app available on most smart phones.

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Pre-Application Checklist

Before you begin your Gaming Worker application, please ensure the following information is available. This preparation will make applying faster, easier and will avoid unnecessary delays in processing your gaming worker registration with the Licensing, Registration and Certification Division (LRC) of the Gaming Policy and Enforcement Branch (GPEB).

NOTE: If renewing your registration, submit your online application at least five (5) weeks before expiry.

Application Fee

The application fee is \$45 (non-refundable) and must be paid through Bambora on our website. Please have a credit card (VISA, VISA Debit, Mastercard or AMEX, including pre-paid versions) available.

Personal Information

- Your previous addresses for the last five (5) years

Electronic Copies of Documentation

The following documents must be attached to your application:

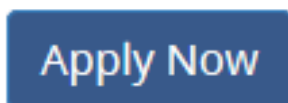
- Scanned valid Identification - Colour (primary and secondary – [see Figure 1](#) and [2](#))
- Recent Passport quality colour photograph (see [Figure 3](#))

If applicable, the following documents must be included:

- Legal Name Change documentation.
- Permanent resident card/record of landing.
- Work/Study permit or permit exemption if not a Canadian Citizen or Permanent Resident.
- Country of residence Police Certificate or Criminal Record Check if not currently living in Canada.
 - For further information see: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#criminal-record-requirements-us-foreign>

Getting Started

To access the Gaming Worker Online application, navigate to the following page: <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers>. This will take you to the **Gaming Worker Registration – Preparing to Apply** webpage which includes further details regarding the information required to complete the application, as stated above in the “Pre-Application Checklist” section of this document. Once you have gathered everything necessary, click “Apply Now” in the “Start and submit your application” section.



Filling Out the Application

There are 5 sections of the Gaming Worker application:

1. Applicant Information
2. Disclosure
3. Attachments
4. Consent
5. Payment



You must complete and submit the application within 90 minutes. If the application is open for longer than 90 minutes, it will time out and any attachments and information will be removed. The application cannot be saved partway through.

Please keep a copy of your application and all submitted documents for your records. Select the browser printing option before submitting your application

Section 1 – Applicant Information

Section 1 is where you add your information to the application. Please supply your residential addresses for the last five years.

Field	Description
<p>Application Type: <input checked="" type="radio"/> New <input type="radio"/> Renewal</p>	<p>Choose New if you are not currently registered as a Gaming Worker. Choose Renewal if you are currently registered as a Gaming Worker. NOTE: Submit a renewal at least 5 weeks before your registration expiry.</p>
<p>Surname: <input type="text"/> Current legal surname</p>	<p>Your current legal last name. This must exactly match your Primary AND Secondary forms of Identification.</p>
<p>First name: <input type="text"/> Legal first name</p> <p>Middle name(s): <input type="text"/> Legal middle names or N/A</p>	<p>These fields must exactly match your Primary AND Secondary forms of Identification. If you do not have a first or middle name, then the fields are not mandatory.</p>

<p>Gambling Worker ID Card Name:</p> <input data-bbox="207 638 753 701" type="text"/> <p>Preferred (first) name to appear on front of ID card</p>	<p>Enter the name you want displayed on the front of the Gaming Worker ID Card. Your service provider will use this name for the ID Card.</p>
<p>Date of birth:</p> <input data-bbox="207 842 467 905" type="text"/>  <p>YYYY-MM-DD</p>	<p>Must be entered in YYYY-MM-DD format. Example: 1997-05-12 The calendar icon can be used to find a date. Applicants must be 19+ to apply to be a Gaming Worker.</p>
<p>Place of birth:</p> <input data-bbox="207 1052 818 1115" type="text"/> <p>City, province, country</p>	<p>Where you were born.</p>
<p>Legal name changes</p> <p>Surname:</p> <input data-bbox="217 1331 597 1394" type="text"/> <p>Date of change:</p> <input data-bbox="207 1486 500 1549" type="text"/> 	<p>Complete this field if you have legally changed your name. The date is mandatory if any other field has been filled-out. If disclosing a maiden name, supporting documentation is not necessary. For other legal name changes, you must attach supporting documentation in Section 3 – Attachments.</p>
<p>Address and Contact Information</p> <p>Home Address: (current address)</p>	<p>Your current home address. Postal Code or Zip Code will be accepted.</p>

<p>Mailing Address: (if different from above)</p>	<p>Your mailing address. Only complete this field if your home address is different from your mailing address. This information is required if different from Home Address.</p>
<p>Residences:</p> <p>Delete Add Another Residence</p>	<p>List all your residences in the past 5 years if different from your current home address. Use the Delete and Add Another Residence buttons to add or delete residences.</p>
<p>E-mail address:</p>	<p>Enter your email address in the correct format: Example: test@email.com While not mandatory, providing an email address will expedite the registration process. If you choose not to provide your email address, check the “Opt Out” checkbox (see below).</p>
<p><input type="checkbox"/> Opt out of email correspondence</p>	<p>You can check the Opt Out checkbox if you do not wish to receive your Decision letter or any correspondence from GPEB via email. If the Opt Out checkbox is checked, then your Decision letter will be mailed (instead of emailed), which may take up to two weeks.</p>
<p>Phone Numbers</p>	<p>You must supply at least one phone number in the field (home, cell, business or international).</p>
<p>Citizenship and Immigration Status</p>	<p>Check one of the Citizen or Immigration Status radio buttons. If you are a Canadian Permanent Resident, or have a Work permit, Study permit or are Exempt, you must include supporting documentation confirming your status.</p>

Section 2 – Disclosure

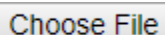
Section 2 is where you disclose any incidents over the last 10 years. Full disclosure of all incidents and offences, regardless of outcome, is required. You will receive a criminal background check.

Field	Description
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<p>1. In the last 10 years have you been:</p> <p>Arrested</p> <p>Stopped or Detained</p> <p>Charged</p> <p>Diverted</p> <p>Convicted</p> <p>Investigated</p>	<p>Choose either “Yes” or “No” for each of these questions. If you choose “Yes” for any, an “Incidents” question will open below. All the fields under Incidents must be filled out if “Yes” has been chosen for any of these questions.</p> <p>You can use the “Delete” or “Add Another Incident” buttons to add or delete additional incidents and/or offences.</p>
<p>Disclosure Questions #2-7</p>	<p>Choose either “Yes” or “No” for each question.</p>

Section 3 – Attachments

Section 3 is where you attach supporting documentation to your application. With the exception of the Photograph section which will not accept PDF Files, most file types are accepted. Use the Choose File button to find a file on the device you are using.



Mandatory attachments are:

- Valid Primary Identification
- Secondary Identification
- Recent Passport-quality Photograph

The remaining attachment fields are not mandatory unless they are applicable to your situation.

Field	Description
Primary Identification	The primary Identification must be a colour copy of government issued ID. To see what is accepted for Primary Identification, see Figure 1- Primary Identification
Secondary Identification	To see what is accepted for Secondary Identification, see Figure 2 – Secondary Identification
Passport-quality photograph	See Figure 3 - Photo Requirements and Specs for specifications of this photograph. This attachment must be in colour, but an actual passport photo is not required.
Legal name document	If you have filled out the “Legal name changes” field in the application, attach supporting documentation. You do not have to attach supporting documentation if your name change is from your maiden name to your current legal surname. All other types of legal name changes require supporting documentation.
Permanent Resident Card	This attachment field is mandatory if you chose “Canadian Permanent Resident” in the previous Citizenship section.
Work/Study Permit or Exemption letter	This attachment field is mandatory if you chose Work Permit, Study Permit or an Exemption Letter in the previous Citizenship section.

Police Certificate or Criminal Record Check	If you are not currently living in Canada, include a Police Certificate or Criminal Record Check from your current country of residence. For more information see: https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/registration-certification/gambling-workers#criminal-record-requirements-us-foreign
Additional information for your Disclosure	If there is not enough room in Section 2 – Disclosure to provide the details of the incidents that you have listed, attach extra information here.
Additional Documents	If there are any additional documents related to your Gaming Worker application that you wish to provide, include here.

Section 4 – Consent

Section 4 is where you provide consent to the use of your personal information for purposes of background investigations.

Field	Description
<input type="text" value="Enter full legal name"/>	You must enter your full legal name. This name MUST match your name given in Section 1 – Applicant Information Legal Surname, Legal First Name and your Identification.

Submitting the Application

Once all sections have been completed and required documents uploaded, click on **Submit & Proceed to Pay now by Credit Card** to pay for your application.

Submit & Proceed to Pay Now by Credit Card

You will be taken to the Payment page.

Paying for the Application


The application fee is \$45 (non-refundable). The application won't be submitted until GPEB receives your application fee.

You must pay after completing your application, or GPEB will not receive your application. A credit card (VISA, VISA Debit, Mastercard or American Express, including pre-paid versions) is required.

In the Government of BC payment program, you must enter your credit card number and CVD.

Internet Payments Program

Credit Card Payment



Invoice/Order Number: GW22-00139
Amount: \$45.00 CAD
Card Type:
Card Number:
Expiration Date: /
Card CVD: [What's this?](#)

After this information is entered, click "Pay Now". You will be taken to either:

- **Payment successful** page. Your payment was approved, and the application is now submitted for review. Retain a copy of this confirmation page for your records.

OR

- **There was a problem with your payment** page. There may have been a typo or missed field in the information you provided. Click the **Re-attempt Payment** button and review the information inputted in the payment screen and repeat the process until you receive a Payment successful message.

Receiving the Application Decision

If your registration is:

- **Approved** - you will receive a Gaming Worker Registration Approval Letter. If you have provided a valid email address in your application, then you will receive the Registration Letter by email.
- **Approved but Opted Out of Email communication** - you will receive a Gaming Worker Registration Letter by mail within two weeks.
- **Denied** - you will receive notification by mail informing you of this decision.

See [Figure 4](#) for an example of a Gaming Worker Registration letter.

Figure 1 – Primary Identification

Type of Identification	Note(s)
Please note that any Primary Identification document must have a valid and current date.	
Driver's Licence	<ul style="list-style-type: none"> Both sides of ID
Combination BC Driver's Licence and Services card	<ul style="list-style-type: none"> Both sides of ID
BC identification card (BCID)	<ul style="list-style-type: none"> Older BCID cards without an expiry date are not accepted as primary ID Both sides of BCID cards with an expiry date are required
BC Services card (photo)	<ul style="list-style-type: none"> Both sides of ID
Passport	
Canadian Citizenship card	<ul style="list-style-type: none"> The commemorative sheet that comes with a citizenship card is not accepted as primary ID
Canada Identity card	<ul style="list-style-type: none"> Issued by Department of Foreign Affairs and International Trade to foreign representatives accredited to Canada
Canadian Permanent Resident card	<ul style="list-style-type: none"> Both sides of ID
Secure Certificate of Indian Status card	<ul style="list-style-type: none"> Only cards with new design are acceptable (issued after Dec 15, 2009)

Figure 2 – Secondary Identification

Type of identification	Note(s)
Any of the accepted Primary ID noted above	
Bank or Credit Card	<ul style="list-style-type: none"> Your name must be imprinted on the card
BC Security Workers Licence (card)	
BC Services Card (without photo)	
Birth Certificate from Foreign Country	<ul style="list-style-type: none"> A baptismal certificate is not acceptable
Canadian Birth Certificate	<p>Most Canadian birth certificates are accepted as secondary ID. Some examples of documents that are not accepted include:</p> <ul style="list-style-type: none"> baptismal certificates certificates of live birth commemorative birth certificates Canadian Registration of Birth Abroad Certificate Quebec birth certificates issued <i>before</i> 1994 Manitoba birth certificates issued by a "division registrar" Ontario Long Form Birth Certificates (also called Registration of birth certificate)
Canadian Firearms License (Possession and Acquisition Licence, PAL)	

Canadian Forces Identification	
Canadian Record of Landing	
Employee ID card with photo	<ul style="list-style-type: none"> • Canadian Employers only
Foreign Affairs Canada or Consular Identification	
Health Card issued by a Canadian province or territory	
Certificate of Indian Status Card	
Nexus Card	
Police Identification Card	
School ID Card (Student card)	<ul style="list-style-type: none"> • Canadian schools only • Must be valid
Immigration Documents: Student, work, visitor, or temporary-resident permit	<ul style="list-style-type: none"> • Must be valid

Figure 3 – Gaming Worker Photo Requirements and Specifications

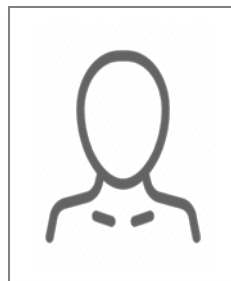
Requirement:

You must submit electronically with your application one high quality (see specifications below) colour photo taken within the last three (3) months.

Specifications:

1. The photo may be taken with a digital camera or scanned.
2. The photo must be saved and submitted in a colour JPEG file format and have a file size more than 200 kB (kilobytes) and less than 2 mB (megabytes).
3. The photo must be taken against a plain white or light-coloured background with no shadows, reflection or glare so that your features are clearly distinguishable against the background.
4. The photo must be clear, sharp and in focus.
5. The photo must show a full front view of the face and top of the shoulders squared to the camera (the image of the face and shoulders must be centered in the photo). The head must not be tilted (see example below).
6. Your eyes must be open and clearly visible. Photos with red eye effect or red eye alterations are unacceptable. Prescription eyeglasses may be worn if the eyes are clearly visible and there is no reflection or glare. Sunglasses and tinted eyeglasses are unacceptable.
7. Photo must represent your natural skin tone.
8. Head coverings are acceptable provided the eyes, nose and mouth remain clearly visible.

EXAMPLE:



Note: Not actual size. Refer to the file size instructions above.

Figure 4 – Gaming Worker Registration Letter Example



DATE: 07-Jun-2022

File # GAMW-XXXXX
CONFIDENTIAL

Shannon Example
1234 My Street
Victoria BC A1A 1A1

Dear Applicant:

Re: Gaming Worker Registration No. XXXXX

The Licensing, Registration and Certification Division of the Gaming Policy and Enforcement Branch has received and approved your application for registration as a Gaming Worker under the provisions of the Gaming Control Act.

Please provide this letter to your gaming service provider employer as part of confirming your registration as a Gaming Worker.

This registration is not assignable or transferable. Failure to adhere to the conditions of Registration as listed below, will result in the review of the Gaming Worker's registration.

Your registration will expire on 06-Jul-2023. The name displayed on the front of your official identification will be EXAMPLE. Gaming Control Regulation Section 35 states it is a condition of the registration of a Gaming Worker that:

1. You must submit to and co-operate in background investigations, including interviews at the request of the Gaming Policy and Enforcement Branch (GPEB) general manager, conducted under the Act,
2. You must obey the standard operating procedures and rules of play that are
 - a. established by the GPEB general manager or the lottery corporation, and
 - b. relevant to the type of gaming pertinent to the registration,
3. You must immediately report to the GPEB general manager
 - a. a change of your name, and
 - b. any criminal charges or criminal investigation involving the gaming worker, or any civil litigation in which there are allegations of fraud, theft, deceit or misrepresentation involving the gaming worker.
4. You must wear or display official identification in a manner clearly visible to public, while

**Gaming Policy and
Enforcement Branch**

Licensing, Registration and
Certification Division

Mailing Address:
PO Box 9202 Stn Prov Govt,
Victoria BC V8W 9J1

Telephone: (250) 356-0663
Facsimile: (250) 356-0782

Location:
Third Floor, 910 Government Street
Victoria, BC V8W 1X3

Web: <http://www.gaming.gov.bc.ca/>

on duty at a gaming facility.

Please notify GPEB if your contact information has changed, such as email address and/or physical mailing address.

Yours Sincerely,

Registration Staff, Delegated by General Manager
Licensing, Registration and Certification Division

**Gaming Policy and
Enforcement Branch**

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